

ISO 9001:2015 QUALITY SYSTEM IMPLEMENTATION

ABOUT TAPER ROLLER BEARING INC. Taper Roller Bearings (TRB) was founded in 1972 designing complex tapered bearing assemblies, and built a company with the speed and precision to serve a full spectrum of clients. Today's bearing assemblies are put to work everywhere from precision scientific equipment to assemblies for railroad engines.

THE CHALLENGE. TRB was in the situation of a large customer having a requirement of TRB becoming certified in the newest ISO 9001 Standard. TRB was compliant to the ISO 9001:2008 Standard but needed to expedite to the newest Standard or have the potential of losing the customer. With TRB being a small manufacturer without excess resources, help and expertise was needed to implement the new standard which included training, mentoring, and process changes. They contacted the team at Advantage Kentucky Alliance (AKA), part of the MEP National Network™, for help.

MEP CENTER'S ROLE. AKA's QMS Team worked with the TRB Team in a systematic approach to implementing the ISO 9001:2015 Standard. This approach started with educational workshops to help the staff understand the Standards, assistance with implementing process flow changes, Internal Auditor Training for internal sustainability and general workforce understanding on the full team interacted with the quality program.

"Companies can sometimes change culture quicker with outside assistance depending on the existing culture and focused pressure. With AKA's business being implementing culture change, we knew they were what we needed to not only implement the ISO 9001:2015 QMS Standard, but help the TRB Team understand its importance through a consistent and repeated message."

-Tom Jones, Owner

RESULTS



Trained **2** Internal Auditors



General education of **23** workers



\$10M in expected retained Sales



\$4 M in expected new sales generated



Generated **100+** new process flows for TRB

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